



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Verizon North Inc.
for quarter ending March 31, 2004

Out of Service More Than 24 Hours	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$767.65	\$25.00	\$670.62	\$1,463.27
B. Number of credits issued for repairs - 24 - 48 hours	215	0	270	485
C. Number of credits issued for repairs - 48 - 72 hours	14	0	6	20
D. Number of credits issued for repairs - 72 - 96 hours	3	0	2	5
E. Number of credits issued for repairs - 96 - 120 hours	31	0	2	33
F. Number of credits issued for repairs > 120 hours	2	1	0	3
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	54	40	74	168
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$1,131.09	\$0.00	\$1,326.00	\$2,457.00
B. Number of installations after 5 business days	27	0	35	62
C. Number of installations after 10 business days	1	0	0	1
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	575	593	587	1,755
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$4,175.00	\$775.00	\$3,860.62	\$8,810.62
B. Number of customers receiving credits	85	16	82	183
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	66	46	48	160

Comments